

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Sutter County Dept. of Welfare & Social Services Date Completed: 1/28/10

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<u>Identification and Location of Displaced Children</u> Social Workers will use case files, Safe Measures and CWS/CMS to locate children in evacuated areas and/or those at risk of needing evacuation. In the event the CPS office is impacted by the disaster, CWS/CMS can be accessed remotely as identified in Response Criteria D (Preservation of essential program records) of this document.

	<p>All county foster homes and relatives with placement will have a written disaster plan that CPS will keep on record in individual case files. We will contact the Foster Family Agencies (FFAs) we regularly work with to locate our dependents.</p> <p>Foster children and children under the Department’s supervision will be evacuated with their relative/non-relative caregiver or foster family and located by their assigned social worker using information available in CWS/CMS (accessible via remote if necessary). In the event a child is identified as having not been evacuated with the foster family, an ER Social Worker will be assigned to collect the child and bring them to a safe location. Foster parents will be required to notify the Department if and to where a child is being evacuated. Foster parents will be instructed to call the department’s 24 hour phone number or they may access the county website in the event the phones are not working for alternate contact information. Parents & Foster parents may also contact CPS through the Department Operations Center (DOC).</p> <p>Emergency back-up contact numbers for the Foster Family Agencies our department works with will be kept as part of the disaster preparedness materials. Also as a back-up, dependent children’s names and contact information will be maintained on a Master List which will be updated quarterly and kept in two separate secure locations; with the Program Manager and with the Director to ensure a hard copy is available in the event of a sudden emergency and should we not have electronic access to CWS/CMS.</p> <p>Detailed community disaster plans and strike team duties have been created and utilized in past disasters in the Sutter County community. CPS staff members have been assigned to various strike teams in the event of a disaster and will be operating out of the Emergency Shelters to identify needs.</p> <p>Individual schools will have a written disaster plan that will be used to locate children who may have been evacuated in an emergency during school hours.</p> <p>Rarely, are juveniles placed locally through the Sutter County Probation Department. Should this occur, the Placement Officer would determine safe removal and placement of the juvenile, as is done with those juveniles who are detained in the Bi-County Juvenile Hall and Camp Singer Programs.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p><u>Communication with Child Care Providers</u></p> <p>Sutter County does not license Child Care Providers (i.e., day care) but does license Foster Family Homes. The following outlines the process for communication with these providers.</p>

	<ul style="list-style-type: none"> • All licensed foster family homes (FFH), relative homes, and Non related extended family members (NREFM) provide Sutter County CPS with a copy of the LIC 610B. • The LIC 610B is updated an annual recertification of Foster Family Homes or when a license is modified. • FFH, relative homes and non-related extended family members (NREFMs) will be responsible for knowing the emergency disaster plan of any day care type child care providers they utilize.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p><u>Event Known in Advance</u></p> <p>At the time of application for placement, relatives, foster homes, and foster family agencies will fill out and file with the Department an emergency disaster plan. This will be kept on file at the CPS office in the individual cases, allowing us to locate children that have been evacuated with their foster families.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p><u>Event NOT Known in Advance</u></p> <p>The disaster events most likely to occur in Sutter County involve flooding which is typically anticipated in advance and allows social workers an opportunity to locate and/or evacuate children as needed.</p> <p>For events not known in advance (earthquake, fire, acts of terrorism, etc), the standard evacuation procedures would apply and the Department will act on the information filed on the emergency disaster plan form as described in item #3 above.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p><u>Identifying Shelters</u></p> <p>Sutter County’s policy is to work with the local American Red Cross to determine shelter locations during a local disaster. Currently there are over 50 potential locations identified in the existing County Disaster Plan. (Attachment A for the list of locations).</p> <p>Once the local Emergency Operations Center (EOC) and the Red Cross make the initial determination, information is shared with the public. The Division will ensure that Social Services staffs are provided this</p>

	<p>information in order to notify affected foster homes.</p> <p>Additionally, appropriate Emergency Response Management Staff have been provided Mass Care Shelter Information Sheets for all potential shelter locations. (Attachment B for example): Each Sheet contains the following information:</p> <ul style="list-style-type: none"> • Location • Address • Phone Number • Fax Number • Contact Person(s) Name, Title & After Hours Phone Number • General Facility Information & Description: <ul style="list-style-type: none"> ○ Capacity (Facility & Parking) ○ Type of Building ○ Sanitation ○ Electrical ○ Water ○ Kitchen ○ Available Site Communication Equipment • Map <p>Shelter Information Sheets are updated regularly.</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p><u>Notifying Parents</u></p> <p>Social workers will be responsible for contacting parents of the children on their caseloads when standard communication means (land lines, cell phones) are possible.</p> <p>In the event of a large scale disaster impacting standard modes of communication we utilize local television and radio stations to notify the public of an emergency contact number for Child Protective Services. Parents can call this number for questions and/or concerns about children in the Department's care. Parents can reach CPS by calling the 24-hour emergency number (530) 822-7227 or through alternate means which will be identified on the county website (www.suttercounty.org) should the 24-hour emergency number not be operational in a disaster.</p>
Essential Function:	7. Alternative processes for providing continued services

Process Description:	<p><u>Continued Services</u></p> <p>CPS will only provide Emergency Response services immediately following a disaster, until the situation is stabilized. Once the crisis situation is stabilized and social workers are operating from the office or from the emergency shelters, services will be administered by each social worker for their own caseload as per normal business practices.</p> <p>Staff will work to provide back-up coverage for one another as some will be assigned to shelters and other emergency functions, requiring intermittent relief. All CPS staffs are trained and expected to participate in either disaster shelter operations or essential child welfare functions in a disaster.</p>
Essential Function:	8. Staff assignment process – No Changes
Process Description:	<p><u>Human Services Departmental Wide Local Disaster Response Process:</u></p> <p>The Sutter County Department of Human Services has already established staff assignments as part of larger disaster planning operations. Staffs receive regular training to prepare for disaster response.</p> <p>The Department of Human Services consists of the following Divisions:</p> <ul style="list-style-type: none"> • Welfare & Social Services • Public Health • Sutter/Yuba Mental Health <p>The Welfare & Social Services Division of the Human Services Department is responsible for opening and maintaining mass care shelters until the Red Cross can mobilize their staff to take over operations. It is also responsible for the registration of evacuees. Even after Red Cross takes over operations, it will be responsible to continue to register evacuees.</p> <p><u>Strike & 2nd Response Teams</u></p> <p>Five (5) Strike Teams have been established and trained to respond to initial emergency. There are 8 members on each team. The team consists of Welfare & Social Services staff, Health, Mental Health and School staffs. In addition, there are staffs assigned to teams for communication and transportation. All Human Services staffs are considered 2nd Response Team staff, if they are not assigned to a Strike Team. The 2nd Response Team is required to relieve staff at shelters and receive their assignments through the Department Operations Center (DOC).</p> <p>One of the five Strike Teams has been designated as a Medical Response Shelter Team. Individuals requiring medical attention will be directed to go there and Medical staff will also be there to provide needed medical attention.</p>

	<p>A local school has also been designated as a respite shelter for disaster responders. It will be available for staff to shower, rest and eat between shifts, if they are unable to go home during the disaster.</p> <p>Staffs are instructed to update the Director’s Secretary with any personal contact information changes.</p>
Essential Function:	9. Workload planning – No Changes
Process Description:	<p><u>Social Services Staff Response Plan:</u></p> <p>Some Social Services staffs have been assigned to a Strike Team. The remaining staffs are considered 2nd Response Team members. During an emergency, the Social Services Manager will coordinate staff assignments with the Mass Care Shelter Coordinator located at the DOC to ensure that key Social Services Social Workers are available to respond to Child & Adult Protective Services issues and not as a shelter worker</p>
Essential Function:	10. Alternative locations for operations – No Changes
Process Description:	<p><u>Alternate Locations</u></p> <p>Departmental Operations Center (DOC)</p> <p>The County has an Emergency Operations Center (EOC) at the Sutter Fire Station in Sutter. The Division has a DOC at Brittan School. These locations are set up in the event of a county wide emergency. They may set up initially at the County Administrative Office (CAO), (EOC) and the Health Dept. (DOC).</p> <p>The DOC is staffed with the Director and Mass Care Shelter Coordinator. There is also additional support staff assigned to that location. Staff work 12 hour shifts.</p> <p>A Public Information Number will be established and provided through the local radio stations (AM 1600). It will also be available through Channel 5 television. The radio station will also provide instructions to County staff as to what number to call for instructions as to where to report to work, etc.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p><u>Disaster Orientation & Training</u> - No Changes</p> <p>New employees are provided a disaster plan overview at their Human Services Orientation.</p>

	Full scale training is conducted a minimum of annually with other disaster specific trainings also being offered throughout the year. Sutter County also conducts twice weekly “6-Minute Trainings” that serve as quick reminder trainings on important safety and operational reminders. Disaster preparedness is among the 6-Minute Training curriculum.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	<u>New Investigations</u> All referrals will be responded to per evaluation criteria. It is expected referrals will come in by phone, through the police and sheriff’s dept. and in person at the shelters. All CPS staff have cell phones that can be utilized. ER Supervisor will assign referrals to available staff.
Essential Function:	2. Implementation process for providing new services
Process Description:	<u>Provision of New Services</u> New services will be provided based on standard protocols. ER Social Workers may be alternately assigned to provide new services or to act as an Emergency Shelter worker. If necessary, new services can be provided out of an Emergency Shelter, data can be entered by remote dial-up laptops and hard-copy records kept until staff return to the regular business site. Only emergency child welfare services will be provided until the situation is stabilized. After that time, services will be administered by the ER Social Workers and additional on-call workers assigned by the ER Supervisor as needed.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff – No Changes
Process Description:	<u>Staff Communication</u> <ul style="list-style-type: none"> During a local disaster, the Sutter County Human Services Department activates its Disaster Response Protocol. See Attachment C. Staff has been assigned to a variety of strike teams and will be notified through their supervisor,

	<p>manager or strike team leader.</p> <p>See Sections A #8- 10 above for additional information on Sutter County staff communication structure.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p><u>Child Welfare Communication</u></p> <ul style="list-style-type: none"> • If the event is known in advance, briefings will be held with all child welfare personnel and information will be provided on disaster planning such as preparing their own families, themselves, identifying client service needs during the event, shelter location, and how communications will be maintained and conducted during an event. • During a sudden event such as an earthquake, supervisors and managers will contact their staff and provide necessary information. All Social Services staff have been assigned or have emergency access to county issued cell phones and radios. • Yearly, Social Services staff attends Departmental Disaster Training in which they are instructed by the Director of Human Services on how they are to communicate their locations and availability to respond to a local event.
Essential Function:	3. Communication structure – contracted services
Process Description:	<p><u>Communication with Contractors</u></p> <p>Sutter County Social Services currently has no contracted services with any organization outside of the foster family agencies, group homes and foster parents. These entities are discussed in Section A2 above.</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p><u>Alternate Communication Channels</u></p> <p>Sutter County has in place alternate communication channels such as a call-in number for all staff. Staff are able to call this number for information and to advise of their availability. Additionally, most staff are assigned to shelters and each shelter has a ham radio operator which can be used to contact and share information with staff. Use of the local radio station, emergency broadcast system and Sutter County’s internet website are additional resources available to staff during a local event</p>

Essential Function:	5. Communication frequency
Process Description:	<p><u>Communication Frequency</u></p> <ul style="list-style-type: none"> • Upon learning of a local disaster, staff are instructed to call into a pre-recorded message which provides them with instruction, i.e. where else to call or where to present themselves for an assignment. Staff have also been instructed to contact their supervisor or manager for additional assistance/instruction. • A call-in log is maintained by the Shelter Coordinator in the EOC for planning purposes. See Attachment D. • At least daily, or when their location and/or availability for duty changes, staff are to contact their supervisor. • Briefings will be held as needed.
Essential Function:	6. Communication with media
Process Description:	<p><u>Public Information Officer/News Releases</u></p> <ul style="list-style-type: none"> ▪ The County Administrator or designee will be the Public Information Officer (PIO) and shall issue any news coverage surrounding any incident out of the Emergency Operation Center (EOC).
Essential Function:	7. Communication with volunteers
Process Description:	<p><u>Communication with Volunteers</u></p> <p>Communication with Red Cross volunteers is coordinated by The Red Cross. Given the privacy and security issues involved in providing child welfare services, we do not use other volunteers.</p>
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p><u>Toll-Free Number in a Disaster</u></p> <ul style="list-style-type: none"> • The Red Cross establishes a toll-free number and we coordinate response through them. At this time no toll-free number is in place. • The County would accept collect calls as needed. <p>The Department does have a TTY number available at all times (530) 822-7625 which is answered at our central office.</p>
CWS Disaster Response Criteria D:	Preserve essential program records:

Essential Function:	1. Record preservation process
Process Description:	<p><u>Record Preservation</u> Sutter County records are preserved electronically through CWS/CMS along with secured hard copies kept within the CPS building. Staff have been trained to access records on CWS/CMS via laptop computers using a dial-up modem from remote locations in the event of an emergency evacuation.</p> <p>County policy requires staff to evacuate quickly and safely, leaving computers and paper files behind in the event of an emergency. Disaster binders, however, are maintained separately and utilized during a disaster. These binders contain important information related to essential contact information, functions and procedures during a disaster, including emergency contact information on children in Sutter County's care and supervision. Sutter county is well practiced in disaster response and has experience utilizing these disaster response processes.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	<p><u>Back-up System</u> Staff can access records off-site through the dial-up modems/laptops that are intended for this purpose. Additionally, off-site back-up plans include cooperative agreements with neighboring counties to permit CWS/CMS access from those counties or from the CWS Project Office in Sacramento. Once access to CWS/CMS is gained, records will be saved/backed-up as usual by saving to the database.</p>
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	<p><u>Interstate Coordination</u> Sutter County CPS will maintain an updated and current roster of ICPC children on our caseloads, with contact information to communicate with other states social workers and ICPC liaisons. Sutter County's ICPC liaison will coordinate efforts.</p>
Essential Function:	2. Mental health providers
Process Description:	<p><u>Mental Health Coordination</u> Sutter County CPS will coordinate services with Sutter-Yuba Mental Health (SYMh) Services. SYMH Youth Services and CPS are co-located which facilitates coordination of services with the Youth</p>

	Services Program Manager. Coordination of services is detailed in the Sutter County Human Services Department Disaster Plan. Coordination of services with the few outside therapists will be coordinated by the case carrying social worker.
Essential Function:	3. Courts
Process Description:	<u>Coordination with the Courts</u> Single point of contact is the Human Resources Manager (currently Nancy Caporale) for the Sutter County Superior Court at (530) 822-3324 who will direct court operations regarding juvenile and criminal matters.
Essential Function:	4. Federal partners
Process Description:	<u>Coordination with Federal Partners</u> Title IV-E Foster Care issues that arise from the displacement of foster children will be dealt with by this agency's foster care worker.
Essential Function:	5. CDSS
Process Description:	<u>Coordination with State Adoptions</u> Coordination of services with CDSS State Adoptions will occur between the CPS liaison and the Adoption worker assigned to Sutter County. Due to monthly staffing meetings, communication lines are strong.
Essential Function:	6. Tribes
Process Description:	<u>Coordination with Tribes</u> Ad Hoc reports can be run on CWS/CMS to indicate all ICWA (Indian Child Welfare Act) eligible children in foster care. Should an ICWA eligible child need to be placed with a new caregiver, not previously approved by the tribe, the Bureau of Indian Affairs will be notified at (916) 978-6000.
Essential Function:	7. Volunteers
Process Description:	The Human Services Department Disaster Plan outlines the Department's interface with various volunteer groups, with the Red Cross being the principle partner. Other volunteers are typically not used by CPS given the sensitive nature of the services provided.

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